

North Carolina Air National Guard

TGIF News

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(The Guard is Family)



Packages for Christmas

By Sgt. 1st Class Doug Sample, American Forces Press Service

WASHINGTON, Oct. 7, 2003 — If you want make sure your holiday packages arrive to service members overseas on time, mail them by Nov. 13 and mail Priority and First-Class Letters or Cards by Dec. 11. Otherwise, your package could very well be on the proverbial “slow boat to China,” said Mark DeDomenic, chief of postal operations for the Military Postal Service Agency. Military postal operations employees ship about 250,000 pounds of mail each day to Iraq. That number is expected to go up to about 325,000 pounds each day during the year-end holiday season, which is why DeDomenic suggests that people mail holiday packages early. “Mailing early is the best way to ensure that mail gets through the pipeline and to its destination on time,” he said. Those dates also should be observed when sending mail from most overseas locations to the United States as well, DeDomenic said.

Other tips for faster delivery include mailing smaller packages. “The smaller the package, the easier it is to handle, the quicker we can move it,” DeDomenic said. “Shoe box-sized packages are perfect.” Because packages going to an APO or FPO address will require a U.S. Customs label, DeDomenic said, senders should be specific about what is inside the package. “People tend to like to put on the customs label ‘Gifts,’” he said. “This is very vague and that is the type of thing that will slow mail down. We must know exactly what is in those boxes to ensure that they are mailable items.” Although some service members move from place to place, DeDomenic said customers should mail packages to the recipient’s most recent known address. Although in most places mail will reach its destination in a timely manner, troops on the move often mean that mail will have to be forwarded. “The packages will catch up, but sometimes it may take a little longer,” he said. It’s a good idea to place a copy of the address inside the package, just in case the address label or package gets damaged. “That way, the package can be rewrapped and sent to the correct address,” he said. To ensure packages arrive safely, DeDomenic suggested using strong, sturdy boxes with lots of wrapping. He said boxes should be packed tightly, using packing materials such as popcorn or newspapers, to keep contents from moving. He also recommended that senders use good tape, because the humidity in the desert tends to destroy tape’s adhesive qualities.

“Masking tape is a definite ‘no’ when it comes to mailing, and (light-duty transparent tape) is terrible,” he said. “Reinforced nylon tape works very well.” It’s also important to remember what can’t be mailed, DeDomenic said. Hazardous materials, firearms and flammable liquids are prohibited inside packages. This includes alcoholic beverages and even some perfumes that may have a high alcohol content, he said. Also he advises not to install batteries inside the electronic items that require them. “Things tend to get turned on (from jostling during shipping), and that causes security concerns,” he said. Because of security restrictions, mass-mailing operations such as “Operation Dear Abby” or “Any Service Member” cannot be supported by the agency this year using traditional mail, DeDomenic said. “We ask that the American public use electronic Web sites or send greeting cards via e-mail” as alternatives, he said.

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Volume 2003 Issue 18

Valid E-Mail Scam

By 145th Communications Flight

It seems the “Nigerian E-mail Scam” is beginning to surface yet again. There are many versions of this scam popping up, all with a central theme and purpose. Disregard and delete any messages you may receive related to this. Do not let yourself or any others fall prey to this scam. **Do not** allow anyone to gain any of your financial data, which could be used to transfer any funds to or from your financial accounts. Do not allow any personal information to be given up, as well. Any of this could be used to “hack” into your accounts. Scams of this type would state that the E-mail comes from a Government official who is acting for the best interest of a particular country. The e-mail will state there are millions of dollars that need to be placed into an “Account” for safe keeping. For allowing them to use **YOUR** account, they will give you anywhere from 30 to 60 % of the money placed into your account. Again, they are mentioning Millions of dollars.

If you give them the information they need, the chances are very high that the “Funds transfer” will be **FROM** your account **TO** their accounts instead of the other way around. Since 1997, when this type of mail started, Millions of dollars have been lost by people ‘looking for a quick buck’. Another version of this scam will ask for the victim to travel to the subject country. I believe there should be no need to cover the dangers in this version. Here is a Web-site you can go to for additional information....

<http://www.datafellows.com/hoaxes/moneytr.shtml>

For Holiday Print greetings information for service members go to the following web site:

<http://hn.afnews.af.mil>

-Print Holiday Greetings-

The 2003 Print Holiday Greetings program is open for servicemember submissions from 1 October through 25 November. Submitted greetings will be distributed to newspaper editors 26 November.

Before filling out the [Print Holiday Greeting form <https://hn.afnews.af.mil/Webpages/Print%20Holiday%20Greetings/phg.htm>](https://hn.afnews.af.mil/Webpages/Print%20Holiday%20Greetings/phg.htm), we encourage you to [test your browser's settings <https://hn.afnews.af.mil/Webpages/browstest.htm>](https://hn.afnews.af.mil/Webpages/browstest.htm) to ensure that your computer will allow you to submit your form. We also ask that you review the [Form Instructions and FAQs <https://hn.afnews.af.mil/Webpages/Print%20Holiday%20Greetings/phgfaqs.htm>](https://hn.afnews.af.mil/Webpages/Print%20Holiday%20Greetings/phgfaqs.htm) page. While there isn't anything complex about the form, the instructions may help you understand what is needed in the form blocks and how the program works.

If you have any questions about the program, please refer to the Form Instructions and FAQs page. If you have a question that is not answered you can contact us by email at hn.marketing@afnews.af.mil [<mailto:hn.marketing@afnews.af.mil?subject=Print Holiday Greeting Question>](mailto:hn.marketing@afnews.af.mil?subject=Print%20Holiday%20Greetings). Thank you for participating in this year's Print Holiday Greetings program.

Filmmaker Gives Kids a Way to Express Patriotism

By Linda D. Kozaryn, American Forces Press Service

An award-winning California filmmaker has launched a website where children can express their patriotism, send messages to the troops and learn how to help others around the world.

The site, at www.underthestarsandstripes.com “gives kids a voice,” said Diane Eskenazi, who has produced more than 80 children’s films. The site features children’s drawings and messages, patriotic animals, sing-a-longs, prayers for peace, child-sized historical facts, and ways children can give to those less fortunate than themselves. The site displays links to numerous charity and volunteer organizations.

The site, which became active about three weeks ago, was created by adults, but it’s designed for children, Eskenazi said. “The whole website is very interactive so that children can share with each other what’s important to them and to inspire each other.”

Operation Forward Santa makes holiday shopping easier for OEF/OIF troops

DALLAS — Army and Air Force Exchange Service (AAFES) customers assigned to remote locations like SW Asia who don’t have ready access to phones or Internet will benefit from a new AAFES program called Operation Forward Santa (OFS).

The program is designed to provide customers an opportunity to holiday shop regardless of where they are located, and hopefully enable them to feel closer to their families and friends during the Christmas season. The merchandise selected covers all demographics (something for everyone), with a majority of the items set at a special promotional price exclusively for our Military Servicemen and women currently deployed.

AAFES sent out a flyer in mid-September to the troops that explained how they can take advantage of Operation Forward Santa. A second flyer will go out around the mid-October time frame offering an additional selection of merchandise. All items in these two tabloids (with the exception of flowers and gift baskets) will be gift wrapped FREE of charge to AAFES’ deployed customers, and all packages will be shipped with a large label “DO NOT OPEN UNTIL CHRISTMAS”.

In addition, AAFES has established a “personal shopper” program for those customers who do have access to a phone and would prefer to talk to a live individual for holiday shopping assistance. These personal shoppers will have access to all items offered in both the catalog and Internet to expand the customer’s choices. This program consists of:

- * **A dedicated phone - Commercial number is 214-583-5614.**
- * **Twelve skilled agents to cover these calls 24/7.**
- * **Calls coming into this number will take precedence over all others.**

This will provide the OEF and OIF personnel highest priority over all other calls while avoiding idle agent time.

IDENTITY THEFT: Why Reservists and Guardsmen Could Be Easy Targets

By Stephanie Burkhead Thum

Identity theft. It's become a tip-of-the-tongue phrase to the most conscientious among us, and a nightmare to an alarming number of people whose lives have been turned upside down by the deeds of identity thieves. For three years running, the Federal Trade Commission (FTC) reports identity theft has been the top-reported fraud complaint in the United States, and the problem appears to be worsening.

Identity theft happens when a thief steals an unsuspecting person's Social Security number and other personal information and then uses that information to open bank accounts, apply for loans, obtain credit cards, start mobile phone accounts, and purchase vehicles, for instance, all under the unsuspecting person's identity. Bills for these items go to a fake address provided by the perpetrator so that the victim has no idea that his or her identity has been stolen. The thief then uses the credit cards or services without paying, ruining the victim's credit rating as agencies seek to collect the unpaid debt. Significant financial loss, ruined credit ratings, and families being destroyed can result.

Among those who have become most susceptible to this crime: guardsmen and reservists.

"Almost everyone should be concerned about identity theft since it can expose the innocent to serious criminal and civil liabilities. However, the reservist has even more reason to be aware of being a possible victim," said Col. Brent Evans, Headquarters Air Force Reserve Command Deputy Staff Judge Advocate at Robins Air Force Base, Warner Robins, Ga. "Conceivably, military members are at higher risk since they face the same risk as civilians do from those who seek material gain, but in addition, in this age of asymmetric warfare and terrorism, what better way to disturb a military member than to disrupt the personal and family life?"

Easier Targets? One significant way in which service members could be susceptible to identity theft is through the ready access many would-be thieves may have to service members' Social Security number and personal information. Specifically, the Department of Defense Form 214 (DD 214) - the official document that guardsmen and reservists receive upon separating from active duty that reflects their active duty military service - contains personal information including the service member's Social Security number, date of birth, and place of birth, it is the service member's key to participation in all Veterans Administration programs, as well as some state and federal programs. In the past until just recently, service members were advised to file a certifiable "true copy" of the form with their county courthouse.

"Once the DD 214 is filed at a local county courthouse, however, it becomes a public record," said Deborah Snider, Transition Center personnel analyst at the U.S. Total Army Personnel Command. This has created a sticky situation for veterans as well as guardsmen and reservists who have completed some active duty time, because most states classify the DD 214 as a public record available to everyone. And once a service member's personal information is a matter of public record, he or she is vulnerable to identity thieves, who need only steal the personal information contained on the DD 214 to obtain credit cards and take out loans, for instance, all in the service member's name.

Compounding the problem is the fact that more and more public documents are being made available on the internet. In one case of discovered identity theft related to a former military service member, an identity theft attempted to cash a check for \$9,000 made out to an unknown person, in the former service member's name. Upon investigating the theft, authorities discovered thousands of former service members' names and Social Security numbers stored in the thief's laptop computer. The common link found to all names was that their DD 214s were on file with county clerks.

Ignore the Old Recommendation. It costs the average victim more than \$1,000 of time, phone calls, and letters to cope with the damage from identity theft as the victim tries, sometimes for years, to get the resulting bad credit rating expunged from his or her credit record. To protect against identity theft, service members are now being told to ignore the old recommendation to file their DD 214 with their local county courthouse. Instead, soldiers should safeguard their DD 214 as they would any other personal document by storing it, along with certified photocopies, in a safety deposit box, or another safe, fireproof place. As an added tip, service members are encouraged to ensure that their next of kin knows where the keys and combinations are located.

Beyond DD 214: More Safeguards. Prevention is the best way to deter identity thieves, who were responsible for hundreds of thousands of reported cases of identity theft in 2002. There are a number of tips various organizations offer to help preclude people from being victimized.

Promptly remove mail from your mailbox so that your personal information isn't accessible to a lurking identity thief.

Be cautious about giving out personal information, especially online. Never give out your Social Security number to anyone unless they have a good reason for needing it. Beware of eavesdroppers.

Minimize the number of credit and identification cards that you carry. Secure the rest of your cards in a lockbox at home. Do not carry your Social Security card with you. One of the most common ways identity thieves obtain personal information is by stealing a person's wallet or purse.

Shred pre-approved credit cards applications, credit card receipts, bills and other financial information. Identity thieves are known to look through garbage for personal information that can be stolen.

Order copies of your credit report annually from one of the three credit bureaus (Equifax, TransUnion or Experian) and check them for inaccuracies or fraudulent use. Equifax may be reached at 1-800-525-6285, TransUnion at 1-800-680-7289, and Experian at 1-888-397-3742. The earlier you recognize you have been the victim of identity theft, the easier it will be to correct the problem.

Special Assistance to Service Members. The FTC and the Department of Defense (DoD) recently introduced "Military Sentinel," a program that allows service members to enter consumer complaints directly into a database, which is immediately accessible by 630 law enforcement organizations throughout the United States, Canada and Australia. These law enforcement agencies then use complaint data to target cases for prosecution and other enforcement measures. Additionally, the Judge Advocate General and DoD can access the information in the database to help protect armed services members and their families from consumer protection-related problems. To file a complaint, go to <http://www.consumer.gov/military>, click on your service seal and follow the directions. The source of this article AmeriForce Publishing's "Reserve & National Guard Magazine", Fall 2003 edition,

TRICARE

Important
Telephone Numbers

TRICARE FOR LIFE
1-888-363-5433

PHARMACY
1-877-363-6337

NATIONAL MAIL
ORDER PHARMACY
1-866-363-8667

TRICARE
PRIME REMOTE
1-888-363-2273

TRICARE DENTAL
1-888-622-2256 (Enrollment)
1-800-866-8499 (Information)

REGION 1
NORTH EAST
1-888-999-5195

REGION 2
MID - ATLANTIC
1-800-931-9501

REGION 3
SOUTHEAST
1-800-444-5445

REGION 4
GULF SOUTH
1-800-444-5445

REGION 5
HEARTLAND
1-800-941-4501

REGION 6
SOUTHWEST
1-800-406-2832

REGION 7/8
CENTRAL
1-888-874-9378

REGION 9
SOUTHERN CALIFORNIA
1-800-242-6788

REGION 10
GOLDEN GATE
1-800-242-6788

REGION 11
NORTHWEST
1-800-404-4506

TRICARE HELP E-MAIL SERVICE (THEMS) NEWSLETTER

September 2003, Volume 2, Issue 9, TRICARE_help@amedd.army.mil

“Helping to Understand”

TRICARE Help Newsletter - This newsletter is a publication of the TRICARE Help E-mail Service, operated by the U.S. Army Medical Command in San Antonio, Texas. What is THEMS? - THEMS is a free e-mail service that provides timely responses to TRICARE questions. Clinical issues should be referred to your primary care provider. The e-mail address for THEMS is TRICARE_help@amedd.army.mil.

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Tips for Getting Care While Stationed or Living in a Remote Area . Active duty service members (ADSMs) and eligible family members (ADFMs), living and working in remote areas, continue to have questions about the use of TRICARE Prime Remote (TPR) and TPR for ADFMs (TPRADFM). This Newsletter describes some of the key issues surrounding the use of TPR and TPRADFM. For a more complete discussion, you should read the Prime Remote Handbook. Here is a link to the TPR web page: <http://www.tricare.osd.mil/tp/> . Click on the web link to view or print the entire Handbook. Since personal circumstances may have an impact upon the choice of enrollment options, sponsors or family members should always feel free to contact THEMS or one of the other customer service alternatives to consider their personal situation.

Eligibility

First off, it is important to understand what qualifies as a remote location. Service members and their families who live or are stationed in the vicinity of a military treatment facility (MTF) are normally able to use the MTF to satisfy their health care needs. Zip codes more than about 50 miles from a MTF are considered to be in a remote area in which TPR and TPRADFM are available. TRICARE Management Activity (TMA) has developed a search engine to show the zip codes that are considered remote. The search engine is part of the TPR website at the link in the previous paragraph. Active Component (AC) sponsors must live and work in a TPR zip code to be eligible for TPR. Reserve Component (RC) sponsors who are activated on orders for more than 30 days will be eligible for TPR if their mobilization site is in a TPR zip code.

TPR enrollment is not automatic, but it is mandatory, so enrollment should be initiated upon inprocessing at the new duty station or mobilization site. If the duty station (for AC) or mobilization site (for RC) is not in a TPR zip code, the sponsor must enroll in TRICARE Prime rather than TPR. ADFMs who reside with a TPR-eligible AC sponsor may enroll in TPRADFM if they choose. **Enrollment is not mandatory, but family members who choose not to enroll must use TRICARE Standard or Extra and pay the applicable deductibles and cost shares associated with those enrollment options.** If the ADFM moves from the sponsor's residence, they are no longer eligible for TPR and must use either TRICARE Standard or Extra. The family members of RC sponsors who have been activated on orders for 30 days or more are eligible for TPRADFM if they live at the address (in a TPR zip code) where they resided with the RC sponsor before the Service member left for their home station, mobilization site, or deployment location.

If the family moves to another address, even in the same zip code, TPRADFM eligibility will end and they must use either TRICARE Standard or Extra. TPRADFM enrollment is optional. If the AC or RC ADFM wishes to use non-network providers for personal reasons, or if the family has other health insurance through either the RC sponsor or AC/RC spouse, the best option may be to use TRICARE Standard or Extra. In most situations, however, TPRADFM will be the most advantageous option for most eligible family members. It is important that information in the Defense Eligibility Enrollment System (DEERS) properly reflects the address and eligibility information on all Service members and their families. Although this information is normally controlled and updated through the sponsor's servicing personnel office, you can update some information through this website: <http://www.tricare.osd.mil/deers/default.cfm> . For enrollment forms for both TPR and TPRADFM, you can use the TPR website link in the first paragraph.

Selection of Primary Care Manager (PCM)

If there are available network PCMs within about a 30-minute drive of your residence, TPR or TPRADFM enrollees must select one of the network providers as their PCM. For help finding a PCM, you can call a health care finder (HCF) for your region. The telephone numbers start on page 51 of the Prime Remote Handbook. You can also find a provider using the TRICARE Provider Directory at this link: <http://www.tricare.osd.mil/>. Just click on your region on the map and go to the Network Provider Directory for your region. If there is no TRICARE network in your area, you may use any authorized provider as your PCM. Either the HCF or THEMS can help you find a PCM.

Primary and Specialty Care

Under TPR and TPRADFM, you must go to your PCM for all non-emergency health care. Your PCM will either treat you or help you secure a referral and authorization for specialty care. The HCF documents the authorization by placing an entry into the claims processing database. If the PCM does not contact the HCF for an authorization, the patient is responsible for initiating contact with the HCF. The access standard for specialty care is about a 1-hour drive. If there is a network specialist available within access standards, that is normally the provider you must use. Failure to secure the required authorizations for TPRADFM specialty care will result in a point-of-service claim with a \$300 outpatient deductible and cost share.

ADSMs who required have their this happens, should call the Support Office **888-647-6676** appropriate C o n t a c t



a 50 percent TPR-enrolled do not obtain the authorizations will claims denied. If the ADSM Military Medical (MMSO) at 1- to speak to the Service Point of (SPOC).

TRICARE Important Telephone Numbers

TRICARE Pacific

Alaska & Hawaii
800-242-6788

WESTPAC
888-777-8343

Latin America &
Canada
888-777-8343

Puerto Rico &
Virgin Islands
888-777-8343

Europe
888-777-8343

TRICARE
Important
Telephone Numbers

TRICARE FOR LIFE
1-888-363-5433

PHARMACY
1-877-363-6337

NATIONAL MAIL
ORDER PHARMACY
1-866-363-8667

TRICARE
PRIME REMOTE
1-888-363-2273

TRICARE DENTAL
1-888-622-2256 (Enrollment)
1-800-866-8499 (Information)

REGION 1
NORTH EAST
1-888-999-5195

REGION 2
MID - ATLANTIC
1-800-931-9501

REGION 3
SOUTHEAST
1-800-444-5445

REGION 4
GULF SOUTH
1-800-444-5445

REGION 5
HEARTLAND
1-800-941-4501

REGION 6
SOUTHWEST
1-800-406-2832

REGION 7/8
CENTRAL
1-888-874-9378

REGION 9
SOUTHERN CALIFORNIA
1-800-242-6788

REGION 10
GOLDEN GATE
1-800-242-6788

REGION 11
NORTHWEST
1-800-404-4506

Claims

In most cases, your providers will file your claims for you. If they do not, you can file the claim yourself using a DD form 2642. Be sure to attach an itemized bill to your claim. Here is a link with information to help you file your claims: <http://www.tricare.osd.mil/claims/>

Dental Care

Dental care for the TPR ADSM is provided under the provisions of the Triservice Remote Dental Program (RDP) administered by the MMSO. Since there is no preferred dental network for the RDP, active duty personnel may select any licensed dentist in the area. It is important to remember that any routine dental procedure costing more than \$500 and all specialty care must be pre-authorized. For detailed instructions on the use of the RDP, go to the MMSO website: <http://mmso.med.navy.mil/>. Family members should use the TRICARE Dental Program administered by United Concordia. You can find information on the program at: <http://www.ucci.com/was/uccweb/tdp/tdp.jsp>.

The MMSO was established to help the service member coordinate both medical and dental care while traveling or stationed in an area outside of the normal care available at the military medical or dental treatment facility. Family members, however, should coordinate their care through the TRICARE HCF rather than the MMSO. Probably the most important thing to remember about health care in a remote area is to use support functions such as the HCF, the Beneficiary Counseling and Assistance Coordinator (<http://www.tricare.osd.mil/BCACDirectory.htm>), the MMSO, or THEMS. If something is causing you a problem, ask for help early rather than waiting for a small issue to grow into a serious problem.

SOURCE: TRICARE Help E-mail Service (THEMS)

E-Mail: TRICARE_Help@amedd.army.mil Copies of this newsletter and earlier issues are available online 24/7 in MS Word and text format at <ftp://thems.newsletter@143.83.134.81/>

(Indexes of previous issues are also available at above site in MS Word and text format.)

NEED MORE HELP?

Want to receive only TRICARE For Life Information?

Send a message to TFL-ON@pasba2.amedd.army.mil (message subject and body may be left blank and you must send a message to HEALTH-OFF@pasba2.amedd.army.mil to get off this mailing list).

Want to get TRICARE answers, assistance via E-mail?

Send your request to mailto:TRICARE_Help@AMEDD.ARMY.MIL or <mailto:QUESTIONS@tma.osd.mil> (To be automatically removed from this mailing list, send a message to Health-OFF@PASBA2.AMEDD.ARMY.MIL subject/body may be left blank). To be automatically added to this mailing list, send a message to Health-ON@PASBA2.AMEDD.ARMY.MIL (subject/body may be left blank). Report mailing list problems to POSTMASTER@PASBA2.AMEDD.ARMY.MIL

OPERATION NOBLE EAGLE/OPERATION ENDURING FREEDOM RESERVIST AND NATIONAL GUARD BENEFITS DEMONSTRATION

TRICARE Management Activity has decided to extend the Demonstration Project for another year. (expires 01 NOV 04). There will be no changes as to policy or process under the extension. For more info on the basics of the Demonstration Project go to www.tricare.osd.mil and click on the Fact Sheet "TRICARE Reservist Family Member Demonstration Project"

TRICARE BACK TO SCHOOL BASICS FOR YOUR COLLEGE STUDENTS

As you prepare your college age child for this new school year, if he/she is moving from your home region, be sure to put TRICARE coverage or enrollment changes on your to-do-list. Your child may continue to be TRICARE eligible as long as he or she is a full-time student until his/her 23rd birthday. Your first assignment is to research which TRICARE option, **PRIME**, **EXTRA** OR **STANDARD**, may be best for your child.

TRICARE PRIME, a popular choice among military families, may or may not be the best choice for your college-bound son or daughter, depending on individual health care needs and location. A beneficiary counseling and assistance coordinator (BCAC) at your local military treatment facility (MTF), or a TRICARE service center (TSC) representative can help you decide what may be best. To reach a TSC, call the toll-free telephone number for TRICARE in your region. (NOTE: Online directory of TRICARE TOLL-FREE NUMBERS is available at <http://www.tricare.osd.mil>)

As a full-time student, your son or daughter may need to transfer TRICARE ENROLLMENT to the TRICARE REGION in which the school is located. If your child's college or university is located in an area where TRICARE PRIME is offered, he or she may continue TRICARE PRIME coverage. Split enrollment gives you the opportunity to have your child enrolled in one region while the rest of your family lives and may be enrolled in a different region.

To transfer or change your child's TRICARE PRIME ENROLLMENT, the sponsor must complete and sign an enrollment application or change request form and send it to the regional managed care support contractor in your child's new region. Your child will have continuous TRICARE PRIME coverage while traveling from one region to another where TRICARE PRIME is available. Your child should stay enrolled in your home region until he or she arrives in the new region. The transfer from the old region to the new one is effective the date the transfer request is received by the contractor in the new region.

If you are a retiree family and your family enrollment fees are current, no additional fees are due when your child transfers his or her enrollment to another region. Your child will be allowed two transfers per year between TRICARE regions, as long as the second transfer is back to the region of the original enrollment.

TRICARE Important Telephone Numbers

TRICARE Pacific

Alaska & Hawaii
800-242-6788

WESTPAC
888-777-8343

Latin America &
Canada
888-777-8343

Puerto Rico &
Virgin Islands
888-777-8343

Europe
888-777-8343

TRICARE

Important Telephone Numbers

TRICARE FOR LIFE
1-888-363-5433

PHARMACY
1-877-363-6337

NATIONAL MAIL
ORDER PHARMACY
1-866-363-8667

TRICARE
PRIME REMOTE
1-888-363-2273

TRICARE DENTAL
1-888-622-2256 (Enrollment)
1-800-866-8499 (Information)

REGION 1
NORTH EAST
1-888-999-5195

REGION 2
MID - ATLANTIC
1-800-931-9501

REGION 3
SOUTHEAST
1-800-444-5445

REGION 4
GULF SOUTH
1-800-444-5445

REGION 5
HEARTLAND
1-800-941-4501

REGION 6
SOUTHWEST
1-800-406-2832

REGION 7/8
CENTRAL
1-888-874-9378

REGION 9
SOUTHERN CALIFORNIA
1-800-242-6788

REGION 10
GOLDEN GATE
1-800-242-6788

REGION 11
NORTHWEST
1-800-404-4506

If you are an active duty family, you may transfer your child's enrollment as often as necessary. Your student enrollment in TRICARE PRIME will automatically be renewed at the end of the one-year enrollment period unless you decline the renewal offer.

If you must disenroll your child from TRICARE PRIME because of a move to a location where PRIME is not offered, he or she is not locked out of future TRICARE PRIME enrollment. However, disenrollment should be done immediately to avoid paying higher costs under TRICARE PRIME'S POINT-OF-SERVICE (POS) option. POS charges are the charges beneficiaries may incur if they receive care without proper authorization from their TRICARE PRIME PRIMARY CARE MANAGER (PCM). Additional information on POS charges is available at <http://www.tricare.osd.mil/FACTSHEETS/INDEX.CFM?>

You also have the option of purchasing a TRICARE supplement (SECONDARY TO TRICARE) or student health insurance (PRIMARY TO TRICARE) if your child's school offers it. While the basic TRICARE benefit is the same throughout the TRICARE regions, there may be some differences in authorization or referral procedures required by the TRICARE contractor in your child's new region. A BCAC at the local MTF where your child will be enrolled, or the local TSC can help your child with any questions that may arise. If you have a child going to college this year, be sure you understand the rules in the new TRICARE region pertaining to pre-authorization for care.

For more information about split enrollment, transferring enrollment, other TRICARE options and regional contact information, please visit our web site at <http://www.tricare.osd.mil>, or contact your health benefits advisor in your local TRICARE region. For more information on student eligibility requirements, contact DEERS at **1-800-538-9552**, OR MLCA HBA at **1-800-942-2422** (1-800-9-HBA-HBA). You may also visit your local military ID card issuing office, or visit <http://www.tricare.osd.mil/deers/default.cfm>

EFMconnections - a Resource for Military Families with Special Needs

The Department of Defense, Military Community and Family Policy, launched a new website, EFMconnections <http://www.efmconnections.org/> (<<http://www.efmconnections.org/>>), for military families with special needs. EFM connections replaces the Special Needs Network. The site provides families and those who support the families with access to information on numerous military and community resources.

STOMP - Specialized Training of Military Parents

STOMP is the only National Parent Training and Information Center for military families providing support and advice to military parents without regard of the type of medical condition their child has. With a population of 1.5 million active duty military members, each day around the globe, there are an estimated 540,000 active duty sponsors each caring for a family member with special medical or educational needs. Parents of children with special needs face many challenges:

- * Feelings of isolation and anxiety.
- * Difficulty navigating disjointed services.
- * Severe financial worries.
- * Inadequate information.

These challenges are compounded when the family concerned is military. While all military families face certain challenges such as frequent PCS moves/military member being placed in harm's way/deployments, our families with special needs family members.

DEERS Verification Changes Unremarried Former Spouses (URFS)

The Social Security number (SSN) used to verify TRICARE eligibility in the Defense Enrollment Eligibility Reporting System (DEERS) for unremarried former spouses is changing. Starting Oct. 1, 2003, DEERS will reflect TRICARE eligibility for these beneficiaries using the unremarried former spouse's own SSN and not the former sponsor's. Health care information will be filed under the unremarried former spouse's own SSN and name. These beneficiaries will now use their own name and SSN to schedule medical appointments and to file TRICARE claims.

The current Uniformed Services Identification and Privilege Card, DD Form 1173, held by the unremarried former spouse is still valid until it expires. Upon renewal, the unremarried former spouse will be issued a replacement Department of Defense/Uniformed Services Identification and Privilege Card, DD Form 2765. The Defense Manpower Data Center Support Office is sending a letter to all beneficiaries affected by this change. The letter explains the new DEERS eligibility verification procedures and serves as official notification from DoD regarding this change. The letter does not, however, provide proof of continued eligibility for TRICARE health care benefits.

After Oct. 1, 2003, unremarried former spouses may contact or visit the nearest identification card issuing facility (locations may be found online at www.dmdc.osd.mil/rsi) for questions or assistance.

Unremarried former spouses should always keep their DEERS information current and up-to-date. For questions regarding their medical records, they should contact the Military Treatment Facility and medical records department where their DoD medical records are stored.

TRICARE
Important
Telephone Numbers

TRICARE Pacific

Alaska & Hawaii
800-242-6788

WESTPAC
888-777-8343

Latin America &
Canada
888-777-8343

Puerto Rico &
Virgin Islands
888-777-8343

Europe
888-777-8343

Family Readiness Air Guard Expanded Executive Council

Fisk Outwater - Chairman
Kathleen Flaherty
Terry Henderson
Janice Richardson
Deborah Dunlap - Recognition Committee
Martha Pasour - Youth Committee
Sarah Spivey - Youth Committee

Family Readiness office telephone numbers

- “ 704-398- 4949
- “ Cell Phone: 980-721-4019
- DSN: 231-4239

The fastest way to get in touch with FR is now through the cell phone or pager, someone will answer or get back in touch with you as quickly as possible

Emergency contact calls:

- “ Pager: 1-800-250-4181

*Uniting Our Air Guard
One Family at a Time*



Family Readiness
5225 Morris Field Drive
Charlotte, NC 28208

Phone: 1-800-354-6943 Ext 4949
Cell Phone: 980-721-4019

WE'RE ON THE WEB!
www.ncchar.ang.af.mil

Family Readiness

Charter

Develop a program to provide information, on-going education, and assistance to families, members, and leadership aimed at preparing military members and their families for National Guard Military Life

Mission

Educate, Support, Assist, Communicate, Collaborate, and Sustain